United Nations ST/SGB/2010/9

Secretariat

6 December 2010

Secretary-General's bulletin

Organization of the Department of Management

The Secretary-General, pursuant to Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", as amended by ST/SGB/2002/11, as well as for the purpose of establishing the organizational structure of the Department of Management, promulgates the following:

Section 1
General provision

The present bulletin shall apply in conjunction with Secretary-General's bulletins ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", as amended by ST/SGB/2002/11, ST/SGB/1998/11, entitled "Organization of the Office of Central Support Services", ST/SGB/2003/16, entitled "Organization of the Office of Programme Planning, Budget and Accounts", ST/SGB/2004/8 entitled "Organization of the Office of Human Resources Management" and ST/SGB/2006/16 and Amendment 1 and 2 entitled "Disposition of the documents of the Independent Inquiry Committee into the United Nations Oil-For-Food Programme".

Section 2
Functions and organization

2.1 The Department of Management formulates policies and procedures and provides strategic guidance, direction and support to all entities of the Secretariat, including the offices away from Headquarters and the regional commissions, in three broad management areas, namely, finance and budget, human resources, and physical resources (support operations and services).

2.2 The Department of Management is composed of the Office of the Under-Secretary-General for Management, the Office of Programme Planning, Budget and Accounts, the Office of Human Resources Management, the Office of Central Support Services, the Office of the Capital Master Plan, the Office of Enterprise Resource Planning — Umoja and the Office of the Independent Inquiry Committee. The specific functions and organization of the Office of Programme Planning, Budget and Accounts, the Office of Human Resources Management, the Office of

10-67865 (E) 131210

Please recycle

Central Support Services and the Office of the Independent Inquiry Committee are described in separate Secretary-General's bulletins.

2.3 The present bulletin sets out the structure of the Office of the Under-Secretary-General for Management and describes the functional linkage and supervision of the work relating to the Office of the Capital Master Plan and the Office of Enterprise Resource Planning — Umoja.[1]

2.4 The Department is headed by the Under-Secretary-General for Management, who is assisted, in discharging his/her functions, by the Assistant Secretaries-General of the Office of Programme Planning, Budget and Accounts, the Office of Human Resources Management and the Office of Central Support Services, the Executive Director of the Office of the Capital Master Plan, the Director of the Office of the Under-Secretary-General for Management and the Director of the Office of Enterprise Resource Planning — Umoja.

2.5 The Under-Secretary-General, the Assistant Secretaries-General and the officials in charge of each organizational unit, in addition to the specific functions set out in the present bulletin, perform the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5, as amended by ST/SGB/2002/11.

Section 3
Under-Secretary-General for Management

3.1 The Under-Secretary-General for Management is accountable to the Secretary-General.

3.2 The Under-Secretary-General is responsible for the formulation of the Secretariat's management policies and has overall responsibility for the management of the financial, human and physical resources of the Secretariat, in accordance with the Secretary-General's delegation of authority, including as set out in the Financial Regulations and Rules of the United Nations. He or she also directs and manages the activities of the Department of Management.

3.3 The Under-Secretary-General represents or ensures the representation of the Secretary-General on management matters in relation to governing bodies, funds, programmes and agencies of the United Nations common system and administrative advisory bodies. He or she also monitors emerging management issues throughout the Secretariat by interacting with executive committees.

3.4 The Under-Secretary-General formulates policies and provides policy guidance, coordination and direction for the preparation and review of the proposed strategic framework, the biennial budget and the programme performance report and provides policy guidance, coordination and direction on management reform issues to programme managers of the Secretariat.

3.5 The Under-Secretary-General provides leadership, direction and advice on matters relating to the development, implementation, coordination, monitoring and communication of human resources strategies, policies and programmes throughout the Secretariat.

[1] The mandate of the Office of the Capital Master Plan derives from General Assembly resolutions 55/238 and 57/292. The mandate of the enterprise resource planning project derives from General Assembly resolutions 60/283 and 63/262.

3.6 The Under-Secretary-General is responsible for the conduct of the management evaluation process. The Under-Secretary-General has the authority to make decisions on the outcome of a management evaluation of a contested administrative decision and, in cases involving separation from service, may suspend the implementation of such decision until the management evaluation has been completed. The Under-Secretary-General also has the authority to direct the Administration to take corrective action in case of improper decisions and to extend the deadlines for requesting or completing management evaluations pending efforts for informal resolution by the Office of the Ombudsman.

3.7 The Under-Secretary-General has overall responsibility for the management of facilities and the assignment of office space to entities of the Secretariat and is responsible for providing strategic and management direction and coordinating relations with the host country relating to management and facilities issues.

3.8 The Under-Secretary-General provides strategic guidance and management oversight concerning the implementation of the capital master plan project and the enterprise resource planning project.

3.9 The Under-Secretary-General is responsible for maintaining close liaison with host-country authorities and Member States on all substantive aspects relating to the management of the financial, human and physical resources of the Secretariat.

Section 4
Office of the Capital Master Plan

4.1 The Office of the Capital Master Plan is headed by an Executive Director, at the Assistant Secretary-General level. The Executive Director of the Office of the Capital Master Plan is accountable to the Under-Secretary-General for Management.

4.2 The Executive Director is responsible for the management and implementation of the capital master plan project.

4.3 In discharging his/her functions, the Executive Director of the Office of the Capital Master Plan is assisted by a Director who is accountable to the Executive Director.

4.4 The mission of the Office of the Capital Master Plan is to manage the historic renovation of the United Nations Headquarters complex and to execute the renovation on time and within budget, in a safe, accountable and transparent manner, in order to create a modern, safe and sustainable work environment.

Section 5
Office of Enterprise Resource Planning — Umoja

5.1 The Office of Enterprise Resource Planning — Umoja is headed by a Director who is accountable on business processes to the Under-Secretary-General of Management, who chairs the Enterprise Resource Planning Steering Committee, the project's main decision-making body, and to the Chief Information Technology Officer on day-to-day project management and technology issues.

5.2 The core functions of the Office are as follows:

(a) Improving the business practices of the United Nations Secretariat, including offices away from Headquarters and peacekeeping and field missions, to align them with commonly accepted best practice;

(b) Overseeing all phases of design, configuration, customization, data conversion, testing, user training, roll-out and client support of a single global integrated enterprise resource planning system;

(c) Supervising project implementation partners and ensuring the overall quality of the solution.

Section 6
Office of the Under-Secretary-General for Management

6.1 The Office of the Under-Secretary-General for Management is headed by a Director, who is accountable to the Under-Secretary-General.

6.2 The Director is responsible for providing support and strategic advice to the Under-Secretary-General on the overall direction and management of the Department of Management. The Director directs and manages all offices and units composing the Office of the Under-Secretary-General for Management and provides guidance to the Secretariat of the Headquarters Committee on Contracts and the Headquarters Property Survey Board and the Office of the Independent Inquiry Committee regarding the administrative aspects of its functioning.

6.3 The core functions of the Office of the Under-Secretary-General for Management are as follows:

(a) Providing leadership in the development and delivery of management policies and programmes and the continuous improvement of management practices;

(b) Overseeing the implementation of management reform initiatives entrusted to the Department of Management;

(c) Consulting, negotiating and coordinating with other departments and offices of the Secretariat, as well as the funds, programmes and agencies of the United Nations common system, on matters of mutual concern and providing concerted leadership to inter-agency bodies on management issues;

(d) Ensuring information-sharing between the Department and administrative officials of the Secretariat, including offices away from Headquarters and regional commissions;

(e) Developing a communication strategy and integrating communication and outreach activities in the programme of work of the Department;

(f) Liaising with the host country and other external entities on management-related issues;

(g) Supporting the head of the local information and communications technology committee[2] in the Department of Management to ensure that departmental strategies are aligned with the overall objectives of the Secretariat.

Section 7
Principal Office

7.1 The Principal Office is headed by a Chief, who is accountable to the Director of the Office of the Under-Secretary-General for Management.

7.2 The core functions of the Principal Office are as follows:

(a) Providing direct and executive support to the Under-Secretary-General for Management by ensuring that he/she has all the information required to take decisions and carry out his/her responsibilities;

(b) Coordinating with the relevant offices of the Department of Management and the administrations of the offices away from Headquarters and regional commissions the progress, timely delivery and accomplishments of the programmatic mandates and activities of the Department;

(c) Ensuring the smooth functioning of the Office of the Under-Secretary-General for Management by organizing, coordinating and administering all staff of the Office.

Section 8
Management Support Service[3]

8.1 The Management Support Service is headed by a Chief, who is accountable to the Director of the Office of the Under-Secretary-General for Management.

8.2 The Management Support Service assists the Under-Secretary-General for Management to fulfil management reform objectives by:

(a) Leading change management activities and supporting efforts of departments and offices of the Secretariat to improve management practices and the simplification of administrative processes and procedures;

(b) Providing advice to programme managers of the Secretariat to implement managerial reforms to enhance efficiency and effectiveness particularly through support for restructuring, process improvement and self-evaluation;

(c) Providing substantive backstopping to the Enterprise Resource Planning Steering Committee. This includes planning and organizing activities related to sessions of the Committee, providing substantive and technical services to the work

[2] The local information and communications technology committee is a governance body for each department and office away from Headquarter regarding information and communications technology investment. Its decision-making scope includes local departmental activities. All investments and projects are subject to review by the Office of Information and Communications Technology including changes in scope and proposed spending for ongoing initiatives.

[3] Effective 1 October 2009, the Management Support Service was integrated with the Office of Enterprise Resource Planning — Umoja until the duration of the project to consolidate the Secretariat's business process-re-engineering and change management efforts. During this period, the Service will continue to fulfil its mandate of providing advice and assistance to various offices within the Secretariat.

of the Committee and advising the Chair of the Committee in all matters relating to the work of the Committee.

Section 9
Policy and Oversight Coordination Service

9.1 The Policy and Oversight Coordination Service is headed by a Chief, who is accountable to the Director of the Office of the Under-Secretary-General for Management.

9.2 The core functions of the Service are as follows:

(a) Facilitating the accountability of senior managers through the substantive support of the Management Performance Board and the monitoring and administration of senior managers' compacts;

(b) Providing substantive backstopping to the Management Committee on the monitoring of compliance within the Secretariat with oversight bodies' recommendations;

(c) Overseeing the findings and recommendations of the oversight bodies (the United Nations Board of Auditors, the Office of Internal Oversight Services and the Joint Inspection Unit) to identify material weaknesses and reportable conditions and following up on the status of implementation of recommendations;

(d) Coordinating and preparing responses to reports and recommendations of the oversight bodies, including the preparation of parliamentary documentation and responses to the Independent Audit Advisory Committee;

(e) Acting as the focal point of the Joint Inspection Unit, including submitting its reports to the Department for General Assembly and Conference Management for issuance as General Assembly documents and preparing consolidated comments of the Secretary-General to the Chief Executives Board on the implementation of the recommendations of the Joint Inspection Unit;

(f) Reviewing and monitoring investigation reports of the Office of Internal Oversight Services jointly with the Office of Human Resources Management;

(g) Coordinating the preparation of the biennial programme performance report and its presentation to the intergovernmental bodies;

(h) Reviewing requests for exception to the standard of accommodation for air travel and making recommendations for its approval or rejection by ensuring compliance with guidelines; reporting thereon to advisory and legislative bodies;

(i) Contributing to the implementation of enterprise risk management and internal control framework in the Secretariat.

Section 10
Management Evaluation Unit

10.1 The Management Evaluation Unit is headed by a Chief, who is accountable to the Director of the Office of the Under-Secretary-General for Management.

10.2 The core functions of the Unit are as follows:

(a) Conducting an impartial and objective evaluation of administrative decisions contested by staff members of the Secretariat to assess whether the decision was made in accordance with rules and regulations;

(b) Making recommendations to the Under-Secretary-General for Management on the outcome of the management evaluations and proposing appropriate remedies in case of improper decision made by the Administration;

(c) Communicating the decision of the Under-Secretary-General for Management on the outcome of the management evaluation to the staff member within 30 calendar days of receipt of the request for management evaluation if the staff member is stationed in New York and within 45 calendar days of receipt of the request for management evaluation if the staff member is stationed outside of New York;

(d) Proposing means of informally resolving disputes between staff members and the Administration; making recommendations to the Under-Secretary-General for Management on extending the deadlines for filing requests for management evaluation by staff members or for extending the deadlines for completing a management evaluation pending efforts for informal resolution by the Office of the Ombudsman;

(e) Conducting a timely review of an application to suspend the implementation of a contested administrative decision until the management evaluation has been completed in cases involving separation from service; making a recommendation to the Under-Secretary-General on the outcome of such review; and communicating the decision of the Under-Secretary-General on the outcome of the review to the staff member;

(f) Monitoring the use of decision-making authority and making recommendations to the Under-Secretary-General for Management to address any discerned trends;

(g) Assisting the Under-Secretary-General for Management to strengthen managerial accountability by ensuring managers' compliance with their responsibilities in the internal justice system.

Section 11
Secretariat of the Administrative and Budgetary (Fifth) Committee of the General Assembly and of the Committee for Programme and Coordination

11.1 The secretariat of the Fifth Committee of the General Assembly and the Committee for Programme and Coordination is headed by a Secretary who is accountable to the Under-Secretary-General for Management.

11.2 The core functions of the secretariat of the Fifth Committee and the Committee for Programme and Coordination are as follows:

(a) Providing substantive and technical services to the work of the Fifth Committee and the Committee for Programme and Coordination;

(b) Planning and organizing activities and services related to sessions of the Committees and advising the Chair of the Committees, Member States and offices and units of the Secretariat in all matters relating to the work of the Committees;

Section 12
Secretariat of the Headquarters Committee on Contracts and the Headquarters Property Survey Board

12.1 The secretariat of the Headquarters Committee on Contracts and the Headquarters Property Survey Board is headed by a Chair, who is accountable to the Under-Secretary-General for Management with respect to the operational aspects of their functions. The Chair is independent with respect to the substance of his/her work related to the Headquarters Committee on Contracts and the Headquarters Property Survey Board.

12.2 The functions of the secretariat are to provide substantive and technical servicing of the Headquarters Committee on Contracts and the Headquarters Property Survey Board and other relevant mechanisms.

12.3 The secretariat conducts training of members of the local committees on contracts and local property survey boards. It also conducts monitoring of the functioning of the local committees on contracts in cooperation with the Department of Field Support.

Section 13
Executive Office

13.1 The Executive Office is headed by an Executive Officer, who is accountable to the Director of the Office of the Under-Secretary-General for Management.

13.2 The core functions of the Executive Office are set out in section 7 of Secretary-General's bulletin ST/SGB/1997/5.

Section 14
Final provisions

14.1 The present bulletin shall enter into force on the date of its issuance.

14.2 The Secretary-General's bulletin of 15 April 2005, entitled "Organization of the Department of Management" (ST/SGB/2005/8), is hereby abolished.

(*Signed*) **BAN** Ki-moon
Secretary-General